



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
BENEFITS COORDINATOR, SENIOR
FINANCE

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for coordinating various functions in support of the City's retirement and benefit programs to include, medical, dental, vision, and life insurance, as well as long and short term disability, deferred compensation, flexible spending accounts, COBRA and the wellness program. Reports to the Employee & Retiree Benefits Manager.

ESSENTIAL JOB FUNCTIONS

Assists employees and retirees with complex benefit related matters to include providing explanations of benefit policies and assisting employees with benefit payments in order to continue benefits through COBRA; coordinating benefits claims and assisting with completing various benefits forms. Coordinates employee claims for short and long term disability with the disability carrier and the employee in order to process short and long term disability checks.

Computes City retirement benefits and completes line of duty claim forms to be reviewed by the State; verifies and updates employee records through City systems and third-party database systems; maintains benefits information in employee and retiree files.

Serves as a liaison between the employee and the vendor; coordinates transfer of data to providers for services, premiums and plan administration; investigates, analyzes and resolves a wide range of benefits issues; and serves as lead worker to the Benefits Coordinator on complex issues.

Reconciles insurance and benefit invoices; monitors account transactions for accuracy and validity; maintains COBRA program by sending initial notification letters, processing enrollment information, and accepting payments; maintains record keeping system to track billing, to include additions, deletions, and direct pay of COBRA participants. Assists with developing new systems as needed; prepares and reviews benefit statements; and assists with benefits newsletter.

Coordinates the citywide benefit open enrollment to include the design and preparation of benefits materials and literature and organizing, maintaining and updating benefit records; conducts or participates in employee and retiree workshops; and presents benefits information and explains benefit policies and procedures to new employees during orientation.

Maintains the buyback program for employees to purchase prior service time for deferred compensation and City retirement plan for employees.

Conducts special research assignments with regard to benefit utilization, services, coverage and cost to assess program effectiveness, analyzing data and assists with developing long-range objectives with regard to benefit programs.

Verifies, compiles and records statistical and narrative information for the preparation of reports and records utilizing word processing and spreadsheet software; prepares correspondence, records and reports based on data obtained from a variety of sources.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Employee Benefits – Considerable knowledge of all pertinent federal and state regulations, filing and compliance requirements to include HIPAA, COBRA, Section 125, Medicare, Social Security and Department of Labor requirements. Knowledge of benefit contract language and plan designs.
- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Computer Skills – Utilizes a personal computer with word processing, spreadsheet, and related software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- Interpersonal Relationships – Develops and maintains cooperative and professional relationships with employees, retirees and outside organizations. Effectively responds to and resolves inquiries and disputes.
- Time Management - Plans and organizes daily work routine. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Implements work activities in accordance with priorities and estimated schedules.
- Critical Thinking - Strong analytical skills to include using logic and reasoning to understand, analyze, and evaluate complex situation and research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation.

REQUIRED ABILITIES

- Communication – Ability to effectively communicate ideas and proposals verbally and in writing, to include the preparation of detailed reports which include numerical information and statistics. Ability to handle a variety of complex benefit and insurance issues with tact and diplomacy and in a confidential manner. Ability to listen and understand information and ideas being presented verbally and in writing.
- Financial Management – Ability to perform complex arithmetic, algebraic, and statistical applications to perform benefit and pension transactions. Ability to monitor administrative costs

of benefit programs and recommend cost containment strategies to include alternative methods for administration and funding.

EDUCATION AND EXPERIENCE

Requires an Bachelor's Degree in Accounting, Business Management or a related field and 5-7 years of responsible benefit administration experience, or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and a valid driver's license with an acceptable driving record.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.